

## **INTERNAL RULES OF THE SPA CENTER SPA RESIDENCE “AUKŠTOJI LIŠKIAVA”**

1. Upon entering the SPA center, the visitor is considered to have read and agreed to the internal rules of the SPA center.
2. The SPA center is open daily from 10:00 to 21:00 (working hours may vary depending on the season). Contact phone: +370 (6) 1726465.
3. Massages and other treatments are performed from 10:00 to 19:00 (working hours may vary depending on the season), by individual appointment.
4. The last entry to the SPA center is at 20:00.
5. Information about SPA treatments and other activities will be provided by the administrator or SPA specialists.
6. Treatments are provided only with prior reservation at the hotel reception or by phone +370 (6) 1726465.
7. Advance reservation for SPA treatments, pool, and sauna area is mandatory. Reservations can be made at the hotel reception or by phone.
8. Reserved SPA treatments can be canceled no later than 4 hours before the scheduled time. If not canceled and the guest does not show up, the service is considered provided and must be paid in full.
9. SPA staff reserve the right to adjust treatment times or procedures due to unforeseen circumstances.
10. Please respect your reservation time and do not be late. Arrive 10 minutes before your treatment.
11. If you are more than 10 minutes late, the duration of your treatment may be shortened.
12. Outdoor clothing and footwear must be left in the SPA cloakroom. If wearing outdoor shoes, please use shoe covers.
13. Hotel guests are recommended to wear bathrobes and non-slip slippers in the SPA. Slippers can be purchased at reception if needed.
14. The SPA is a place for relaxation—please keep noise to a minimum, avoid using mobile phones, and respect other guests.
15. SPA staff have the right to refuse service or remove a guest if they violate rules or behave inappropriately (e.g., intoxicated, aggressive, or inappropriate behavior). In such cases, the service is considered provided and must be paid in full.
16. If you have health issues or are pregnant, inform the staff before booking treatments. Otherwise, you are responsible for your own health while using SPA services.
17. Pregnant guests must sign a consent form before treatments.
18. A consent form must be signed before cosmetic facial procedures.
19. Parents or accompanying adults are responsible for minors' safety and behavior.
20. Accompanying persons are responsible for the safety of disabled guests.
21. SPA staff are not responsible for lost items. Valuables should be kept in hotel rooms or lockers.
22. Any damage to equipment or property must be compensated by the person responsible.
23. Smoking and alcohol consumption in or near the SPA are strictly prohibited.
24. The SPA reserves the right to change rules and will inform guests via the website or information boards.
25. Feedback and suggestions can be given to staff or via email: [info@aukstojiiliskiava.lt](mailto:info@aukstojiiliskiava.lt)

## **POOL AND SAUNA AREA RULES**

These rules are established in accordance with Lithuanian law and internal regulations. All guests must read and follow them and are responsible for any consequences of non-compliance.

1. Opening hours: daily from 10:00 to 21:00 (may vary seasonally).
2. Children under 18 may only enter with supervising adults, who are responsible for their safety and behavior.
3. Disabled persons requiring assistance must be accompanied and inform staff in advance.
4. Outdoor clothing must be left in the cloakroom near the SPA reception. Shoe covers must be used.
5. Personal belongings must be stored in lockers in the changing rooms.
6. Wearing rubber slippers is mandatory in the pool and sauna area.
7. Women must use women's changing rooms, men must use men's.
8. Hotel guests are recommended to come wearing bathrobes and slippers or bring their own.
9. Towels are provided for guests staying at the SPA residence.
10. Intoxicated persons are not allowed. Staff may ask them to leave without refund.
11. If you feel unwell, contact staff immediately.
12. Guests with infectious diseases, wounds, or conditions posing risk are not allowed.
13. Children under 3 must wear waterproof diapers (available at reception).
14. Children under 12 are recommended to use swimming safety equipment.
15. Staff may refuse entry to anyone posing a risk to safety or order.

16. In case of fire alarm, leave immediately following staff instructions and evacuation plans.
17. Sauna usage rules displayed near saunas must be followed.
18. Jumping, pushing, or spitting in the pool is prohibited.
19. Diving is prohibited.
20. The area is for relaxation—please remain quiet and respectful.
21. Hygiene rules must be followed: shower before entering, before/after sauna use, use towels in saunas and on loungers, and do not use personal cosmetics or perform body treatments.
22. Shower before and after sauna use; use a towel in the sauna.
23. Violating rules may result in removal. Any damages must be compensated. Repeated violations may result in loss of access rights.

SPA Residence "Aukštoji Liškiava" Administration